

Professionalism in Nursing: From Crudeness and Rudeness to Bringing Back Civility

Ramonda Housh, APN, MNSc, C-PNP



Objective

- Nurses attending this conference will understand the importance professionalism in nursing plays in the well-being and overall health of our patients.



Profession Defined



- According to Webster's Dictionary, a profession is defined as a "chosen, paid occupation requiring prolonged training and formal qualification."

So What is Professionalism?



Professionalism, as defined by BusinessDictionary.com is, “meticulous adherence to undeviating courtesy, honesty, and responsibility in one’s dealings with customers and associates, plus a level of excellence that goes over and above the commercial considerations and legal requirements.”

Attributes of Professionalism in Nursing



- Knowledgeable
- Inquisitive
- Autonomous
- Innovator and Visionary
- Accountability
- Advocacy
- Collegiality and collaboration
- Honesty and Integrity
- Attitude
- Appearance



Knowledgeable



- How do we stay knowledgeable?
 - Involved in nursing organizations
 - Reading journals
 - Obtaining CEU's
 - Continuing our education
 - Continually seeking out new information

Inquisitive



A professional nurse never settles for commonplace or do just enough to get by: “good enough” is never good enough.

A professional nurse never settles for “because that’s how we’ve always done it.”

Autonomy



- working independently
- exercising decision-making
- having the ability to carry out the appropriate course of action
- having the capacity as a nurse to determine her/his own course of action

Innovator and Visionary



- Definition:
 - Innovation: Bring in new methods, ideas, etc.; make changes; introduce for the first time changes; introduce for the first time.
 - Visionary: The act or faculty of seeing, sight; imaginative insight; ability to plan or form policy in a far-sighted way.

Innovator and Visionary



- What are some of the innovative and visionary changes you have witnessed in your nursing practice?

Accountability and Dependability



- Admit mistakes and learns from them
- Timeliness
- Keeps their word
- Does what they says they will do or is asked of them

Advocacy



- Respectful of others
- Understands the needs of the patient is what the nursing profession is about
- Recognizes that the family members of the patient are also their responsibility



Group Activity



- List items/issues that nurses should advocate for in a specific workplace (choose one workplace for your group)
- List items/issues that nurses should advocate for within your state.
- Lists items/issues that nurses should advocate for within our Federal Health Care System

Collegiality and Collaboration

- Willingness to help others
- Teamwork



Honesty and Integrity

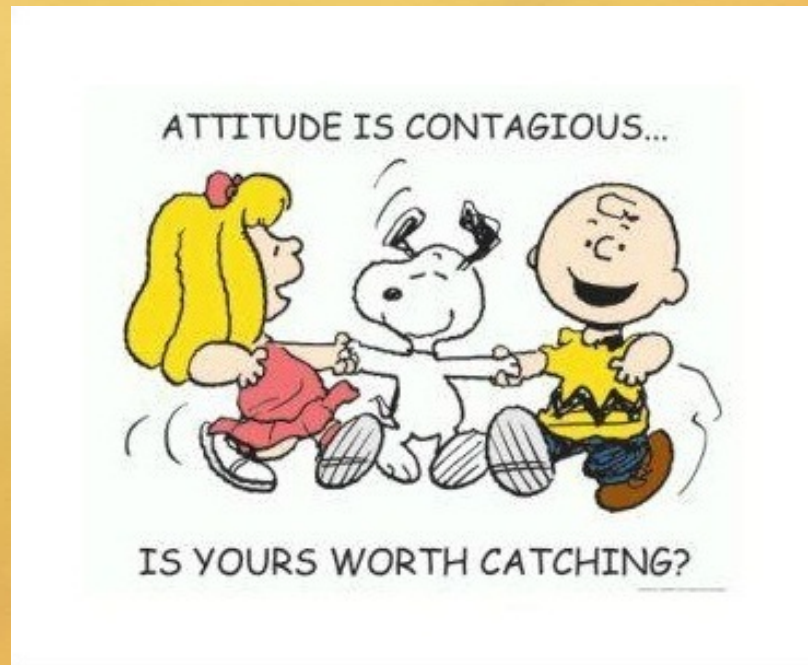


- Truthful
- Does not gossip
- Upholds patient confidentiality and privacy

“He who walks in Integrity walks securely.” Proverbs 10:9

Attitude

- IS EVERYTHING!
- Sets the tone
- Should be positive



A stylized, 3D-rendered female figure in a nurse's uniform. She is wearing a white cap, a white dress with a large cross on the back, and white stockings. She is standing with her hands on her hips, facing away from the viewer. The figure is set against a solid light blue background.

- bed. Colorful and bathroom sets are most useful for the efficient nurse. Stylishly pocketed Dacronite, rayon, muslin, linen, or broad-brimmed hats. For free. Buttons to match, or have a half inch in back. Shipping weight 12 oz. per set. \$1.14, 16, 18, 20, 22, 24, 26, 28, 30, 32, 34, 36, 38, 40, 42, 44, 46, 48, 50, 52, 54, 56, 58, 60, 62, 64, 66, 68, 70, 72, 74, 76, 78, 80, 82, 84, 86, 88, 90, 92, 94, 96, 98, 100, 102, 104, 106, 108, 110, 112, 114, 116, 118, 120, 122, 124, 126, 128, 130, 132, 134, 136, 138, 140, 142, 144, 146, 148, 150, 152, 154, 156, 158, 160, 162, 164, 166, 168, 170, 172, 174, 176, 178, 180, 182, 184, 186, 188, 190, 192, 194, 196, 198, 200, 202, 204, 206, 208, 210, 212, 214, 216, 218, 220, 222, 224, 226, 228, 230, 232, 234, 236, 238, 240, 242, 244, 246, 248, 250, 252, 254, 256, 258, 260, 262, 264, 266, 268, 270, 272, 274, 276, 278, 280, 282, 284, 286, 288, 290, 292, 294, 296, 298, 300, 302, 304, 306, 308, 310, 312, 314, 316, 318, 320, 322, 324, 326, 328, 330, 332, 334, 336, 338, 340, 342, 344, 346, 348, 350, 352, 354, 356, 358, 360, 362, 364, 366, 368, 370, 372, 374, 376, 378, 380, 382, 384, 386, 388, 390, 392, 394, 396, 398, 400, 402, 404, 406, 408, 410, 412, 414, 416, 418, 420, 422, 424, 426, 428, 430, 432, 434, 436, 438, 440, 442, 444, 446, 448, 450, 452, 454, 456, 458, 460, 462, 464, 466, 468, 470, 472, 474, 476, 478, 480, 482, 484, 486, 488, 490, 492, 494, 496, 498, 500, 502, 504, 506, 508, 510, 512, 514, 516, 518, 520, 522, 524, 526, 528, 530, 532, 534, 536, 538, 540, 542, 544, 546, 548, 550, 552, 554, 556, 558, 560, 562, 564, 566, 568, 570, 572, 574, 576, 578, 580, 582, 584, 586, 588, 590, 592, 594, 596, 598, 600, 602, 604, 606, 608, 610, 612, 614, 616, 618, 620, 622, 624, 626, 628, 630, 632, 634, 636, 638, 640, 642, 644, 646, 648, 650, 652, 654, 656, 658, 660, 662, 664, 666, 668, 670, 672, 674, 676, 678, 680, 682, 684, 686, 688, 690, 692, 694, 696, 698, 700, 702, 704, 706, 708, 710, 712, 714, 716, 718, 720, 722, 724, 726, 728, 730, 732, 734, 736, 738, 740, 742, 744, 746, 748, 750, 752, 754, 756, 758, 760, 762, 764, 766, 768, 770, 772, 774, 776, 778, 780, 782, 784, 786, 788, 790, 792, 794, 796, 798, 800, 802, 804, 806, 808, 810, 812, 814, 816, 818, 820, 822, 824, 826, 828, 830, 832, 834, 836, 838, 840, 842, 844, 846, 848, 850, 852, 854, 856, 858, 860, 862, 864, 866, 868, 870, 872, 874, 876, 878, 880, 882, 884, 886, 888, 890, 892, 894, 896, 898, 900, 902, 904, 906, 908, 910, 912, 914, 916, 918, 920, 922, 924, 926, 928, 930, 932, 934, 936, 938, 940, 942, 944, 946, 948, 950, 952, 954, 956, 958, 960, 962, 964, 966, 968, 970, 972, 974, 976, 978, 980, 982, 984, 986, 988, 990, 992, 994, 996, 998, 1000, 1002, 1004, 1006, 1008, 1010, 1012, 1014, 1016, 1018, 1020, 1022, 1024, 1026, 1028, 1030, 1032, 1034, 1036, 1038, 1040, 1042, 1044, 1046, 1048, 1050, 1052, 1054, 1056, 1058, 1060, 1062, 1064, 1066, 1068, 1070, 1072, 1074, 1076, 1078, 1080, 1082, 1084, 1086, 1088, 1090, 1092, 1094, 1096, 1098, 1100, 1102, 1104, 1106, 1108, 1110, 1112, 1114, 1116, 1118, 1120, 1122, 1124, 1126, 1128, 1130, 1132, 1134, 1136, 1138, 1140, 1142, 1144, 1146, 1148, 1150, 1152, 1154, 1156, 1158, 1160, 1162, 1164, 1166, 1168, 1170, 1172, 1174, 1176, 1178, 1180, 1182, 1184, 1186, 1188, 1190, 1192, 1194, 1196, 1198, 1200, 1202, 1204, 1206, 1208, 1210, 1212, 1214, 1216, 1218, 1220, 1222, 1224, 1226, 1228, 1230, 1232, 1234, 1236, 1238, 1240, 1242, 1244, 1246, 1248, 1250, 1252, 1254, 1256, 1258, 1260, 1262, 1264, 1266, 1268, 1270, 1272, 1274, 1276, 1278, 1280, 1282, 1284, 1286, 1288, 1290, 1292, 1294, 1296, 1298, 1300, 1302, 1304, 1306, 1308, 1310, 1312, 1314, 1316, 1318, 1320, 1322, 1324, 1326, 1328, 1330, 1332, 1334, 1336, 1338, 1340, 1342, 1344, 1346, 1348, 1350, 1352, 1354, 1356, 1358, 1360, 1362, 1364, 1366, 1368, 1370, 1372, 1374, 1376, 1378, 1380, 1382, 1384, 1386, 1388, 1390, 1392, 1394, 1396, 1398, 1400, 1402, 1404, 1406, 1408, 1410, 1412, 1414, 1416, 1418, 1420, 1422, 1424, 1426, 1428, 1430, 1432, 1434, 1436, 1438, 1440, 1442, 1444, 1446, 1448, 1450, 1452, 1454, 1456, 1458, 1460, 1462, 1464, 1466, 1468, 1470, 1472, 1474, 1476, 1478, 1480, 1482, 1484, 1486, 1488, 1490, 1492, 1494, 1496, 1498, 1500, 1502, 1504, 1506, 1508, 1510, 1512, 1514, 1516, 1518, 1520, 1522, 1524, 1526, 1528, 1530, 1532, 153

Think of a Person You Consider to be Professional



- What attributes does this person possess?
- How does this person respond to stress
- How does this person interact with others
- What makes this person professional

Nurses are the Most Trusted Professionals in America



- Most trusted profession for the last 13 years excluding 2001. (Gallup's annual survey of professions)
- Why do you think the public trusts nurses?



"I don't trust easily. So
when I tell you 'I trust you'
please don't make me
regret it."

- J. Cole



**What Professional
Attributes do You Possess?**

Are you Willing to Throw All Your Hard Work Away?



- Even if you have the best nursing skills ever, acting unprofessional can ruin everything you have worked for.
- Professionalism is the most important skill you should possess.

What Would You Think of a Nurse who.....



- Talked negatively about other nurses
- Gave you your medications late
- Was dressed in wrinkled clothes and smelled like cigarette smoke
- Moaned when the doctor wrote an order
- Rolled his eyes when the CNA asked for assistance to turn your relative
- Spent all day planning how to hook up with the respiratory therapist and even made the statement “She’s hot”
- You expect your nurse or your families nurse to act professional. You should do the same.

Professional or Unprofessional?



- Stella, RN has a disagreement with Tina, LPN. Stella talks about the issue with several of her co-workers. After talking with the co-workers, Stella decides to discuss the issue with the Vicki, RN, Nurse Manager in the hopes that she will intervene and solve the issue between her and Tina.
- Did Stella handle this professionally?

Professionalism While Using Social Media



- Facebook
- Twitter
- Topix
- Instagram
- Etc...



Social Media No No's



- Remember you are being looked at
- Employers/Patients do look at these sites
- Do not post anything about your patients on these sites, remember confidentiality (HIPAA)
- Do not post anything negative on these sites
- Do not talk negatively about your profession, co-workers, facility
- If an employer sees this they will know that you would do this to them as well

References



- “Create a Good Impression: Professionalism in Nursing”, Stacy E. Larson, November/December 2006. Website: www.nsna.org
- “Professionalism Reminders and Tips for Nurses”. Website: www.goalsinstitute.com/goal-mind/professionalism-reminders-and-tips-for-nurses.php
- “Professionalism in Nursing: What Does It Really Mean?”. Website: www.nursetogether.com/desktopmodules/engagementpublish.aspx

Questions

